



## Security Advisory on Electronic Transmission of Information

### *Telephone Security:*

When you initially use **The Benefits Line**, your PIN will be 4-digits, the month and year of your birth (MMYY). For security purposes the system will prompt you to change the PIN to a 6-digit number of your choosing. You can change your PIN at any time to ensure that your benefits information remains secure.

### *Web Security:*

Using the internet to process your benefits and entitlements transaction involves the electronic transmission of personal information. When you use **EBIS** you are consenting to the electronic transmission of the information you have requested. Your consent is effective during the entire time you are accessing information through the site. Be assured that your personal information will be protected. Information is sent over a secure connection and cannot be viewed by anyone else using the web.

If you encounter a problem with **The Benefits Line** or the **EBIS** web application, please call 1-888-320-2917 and select the option for the CSR for your servicing HRSC.

# EBIS

[www.donhr.navy.mil](http://www.donhr.navy.mil)

- Go to [www.donhr.navy.mil](http://www.donhr.navy.mil)
- Click on the **EBIS** icon
- **Retirement Main Menu**
  - General Information
  - Personal Information
- **Thrift Savings Plan Main Menu**
  - General Information
  - Personal Information
- **Health Main Menu**
  - General Information
  - Personal Information
- **Life Main Menu**
  - General Information
  - Personal Information
- **Survey Main Menu**
  - EBIS Survey
  - IVRS Survey
- **PIN Main Menu**
  - Change PIN
  - Create PIN
  - Can't Remember PIN

## The Benefits Line

1-888-320-2917

At the main welcome message, **Press 1** to access the Benefits and Entitlement System

- To access the Benefits and Entitlements Services System, **Press 2**
- If you are a current Navy serviced employee, **Press 1**
- Enter your SSN
- Enter your PIN
- Confirm or enter your duty phone number (**Press 1 or 2**)
- Health Benefits, **Press 1**
- Retirement, **Press 2**
- Thrift Savings Plan, **Press 3**
- Life Insurance, **Press 4**
- Benefits News, **Press 5**
- FAXBACK, **Press 6**
- To exit the system, **Press 9**

### *TTY Assistance*

Hearing impaired employees may contact:

**HRSC East:** TTY (757) 396-7078

**HRSC Northeast:** TTY (215) 408-5449

**HRSC Northwest:** TTY (360) 315-8065

**HRSC Southeast:** TTY (877) 854-3453 / (228) 813-1110

DEPARTMENT OF THE NAVY

# Benefits Information 24 Hours a Day

## The Benefits Line &

# EBIS

The Employee Benefits  
Information System

Department of the Navy (DON) civilian employees now have access to personal benefits information at their fingertips. Using either your telephone or computer, you can access your benefits information and make electronic transactions at your convenience – night or day.



*"Providing excellence in benefits customer service"*

# Use Your Phone

## The Benefits Line

- Dial 1-888-320-2917
- Enter your Social Security Number (SSN)
- Enter your Personal Identification Number (PIN). Your PIN will be 4-digits equal to your month and year of birth (MMYY) for first-time callers. For security purposes the system will prompt you to change your PIN to a 6-digit number of your choice. Note: Your benefits line PIN will also be used as your **EBIS** PIN.
- Enter your daytime telephone number.
- Press the menu option for the benefit information or transaction you want.



## Need Help?

Using your phone or your computer lets you get general benefits information or access your personal data and make benefits transactions at your convenience. There may be times, however, when nothing but speaking to a person will do. Call 1-888-320-2917, Monday through Friday, 7:30a.m.– 4:30 p.m. A Benefits Customer Service Representative (CSR) will answer your questions and help you solve any benefits-related issues.

# Use Your Computer

## EBIS

- Go to [www.donhr.navy.mil](http://www.donhr.navy.mil)
- Click on the **EBIS** icon
- Establish a password. The system will require you to enter data that is specific to your personnel record. You can get this information from your Leave & Earnings Statement (LES). For security purposes you will not be allowed to establish a password until the system recognizes you as an employee of the Navy. Once you establish your password you will be allowed to enter the **EBIS** application. You can log into **EBIS** using your SSN and password.
- To make a benefits transaction or access personal information you will need to enter your SSN and PIN. If you are a first-time user and have not used **The Benefits Line** you will need to create a PIN. If you have already used **The Benefits Line** then your benefits line PIN will be your **EBIS** PIN. Note: If you create an **EBIS** PIN it will be used to access **The Benefits Line**.
- Follow the menu options to select General Information or Personal Information.

## Make benefits transactions

Complete your Health and Life Insurance, and Thrift Savings Plan transactions using a telephone or computer. For most benefit transactions, the assistance of a counselor is not needed. However, if you are using **The Benefits Line** to make a health insurance transaction for family coverage you will be transferred to a Benefits CSR to have the names of your dependents added to your enrollment. The system will also prompt you to a CSR if you or your spouse have health insurance other than federal group health coverage.

Confirmation of your transaction is immediate. Confirm by listening over the phone or view the transaction on the web. After the effective date of the transaction, ensure proper deductions are withheld by reviewing your LES. This will be your confirmation that your transaction has been completed.



## Retirement Planning

You can obtain instant retirement estimates and Personal Benefits Statements.

In **EBIS** go to Retirement, Personal Retirement Information, select estimates or Personal Benefits Statements. Estimates or benefits statements can be viewed and/or printed.

On **The Benefits Line**, go to the Retirement menu, select estimates. Estimates can be faxed to you at the number you provide after entering answers to specific retirement questions.

Note: It is recommended that you speak with a Benefits CSR if you have any of the following: (Employees who are serviced by HRSC NE are to contact their designated benefits specialists.)

- *Are planning to retire within one year*
- *Post-56 Military Service*
- *Have had a break in service*
- *Received a refund of retirement contributions*
- *Have performed temporary service*
- *Transferred from Civil Service Retirement System (CSRS) to Federal Employees Retirement System (FERS)*

Access your personal benefits information and make transactions 24 hours a day, 7 days a week. If you need to speak with a Benefits CSR they are available Monday through Friday, 7:30 a.m. to 4:30 p.m.